1999 Communications and Customer Service Conference

November 2 - 4

TRACK 3

Marketing

W301 -a. “Air Force Surgeon General’s Operation Command Champion”

b. Region ¾ Regional Marketing Kit

Capt Todd Eppler

Director Marketing, Region 3/4

Region 3/4 TRICARE Training and Education Program

Presented By:

Capt Todd Eppler

Capt Beth Krier

Ms. Jennifer Dean

Road Map to TRICARE Health Care

Rules of the Road

for the Active Duty Service Member

Briefer's Text

- This briefing will explain how you will use your health care services as an active duty service member in the TRICARE program.
- Before I go on, let me make sure that you do **not** plan to provide health care coverage for anyone other than yourself; for example, a wife or any children you may have. (Wait for them to answer. Make sure that they understand that there is quite a bit more that needs to be explained if they have a dependent.)
- (If they have no dependents, continue.)
- O.K. Let's look at what we're going to cover over the next 20-30 minutes. **(TURN THE PAGE.)**

Contents

The topics covered by this briefing include:

- About Your Health Care
  - —Primary Care Manager
  - —Preventive health
- Rules of the Road
  - —Updating DEERS and your military ID card
  - —Getting assigned to your Primary Care Manager
  - —Going off-base or post for health care services
- Staying Healthy
  - —HEAR form
  - —“Take Care of Yourself” book
  - —24 hour toll free Health Care Information Line (HCIL)
  - —Quarterly”Taking Care” newsletter
- Where to Get More Information

Road Map To TRICARE Health Care

TRICARE *Rules of the Road*

for the Active Duty Service Member

With Family Members

The Topics Covered in this Briefing Are:

- About TRICARE
  - Primary Care Manager
  - Active Duty Member Health Care
  - Family Member Health Care
  - Role of Humana Military Healthcare Services
- Access Priorities
- The Three TRICARE Options
  - Prime
  - Extra
  - Standard
- Rules of the Road
  - Making Sure You're Eligible
  - Using the Military Clinic
  - Using the Pharmacy
  - What To Do In Emergencies
  - What To Do When Traveling
  - What To Do If Your Spouse Has Other Health Insurance
  - How To Enroll If Selecting the Prime Option
- Wellness Programs
- Getting More Information

Support Materials

- Road Map to Health Care Brochure
- TRICARE Made Simple Brochure
- New Video With Multiple Themes
- Blank Pages for Changes in Slides
- Disk With Briefing on It

Field Reaction

- Limited to date, but extremely positive
- One MTF/CC Briefed Very Hostile Wing and Group Commanders and “Made Significant Progress” With Them

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